

Patient Participation Group Meeting

19th April 2016

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB)-Mins, JB, SP, LN, AM, GN, WP, CE, IP, Dr Broad, Dr Baillie

Apologies: KG, HN.

Actions from last meeting

Action	By whom and when	Outcome
LB has handed over the notice boards to the Assistant Practice Manager (APM). No meeting to take this forward has yet been arranged with KB.	KG to contact APM if she wants to be involved	APM has already started to take this forward

Today's Agenda and Actions

Discussion	Action
Matters Arising	
<p>No Smoking Day AM played a huge part in the No Smoking Day in March. AM was thanked by LB and the group for her support and assistance.</p>	
<p>Minutes WP reported that one member was not keen on the format for the last minutes, the rest of the members were asked for their opinions and it was decided to remain with discussions and actions in columns.</p>	
Today's Discussion	
<p>The group welcomed new member WP Also welcomed a PPG Representative CE from Colliers Wood who had come to shadow our PPG.</p>	
<p>On-line Appointment's/Access LB explained the rationale behind the promotion of online services, including to increase availability of phone lines into the surgery and to provide more flexibility for patients to access their information. NHS England have set a contractual target of 10% of patients using online services. We are currently at 15%, however we do need to continue to promote. NHS England are undertaking a National promotion of using online patient services.</p> <p>Appointment's available on-line. The Surgery are making far more available, almost all routine appointments are now available online and the surgery has been trialling releasing some 'unblock on the day' appointments at 8am online-there has been really good feedback about this so far.</p> <p>SP mentioned about the Website being a challenge to navigate and highlighted that booking appointments online is hard to find on the website. LB agreed with SP and stated as a starting point she had added booking online to the banner on the website hoping that this would be easier for patients to see.</p> <p>WP made a point that she does not find it helpful to be asked by reception 'if it's an emergency' when she is ringing for an appointment. LB explained the change in language depends the time the call comes in. Once the 'unblock on the day' appointment's go, it does mean that there are only emergencies left which means, the question changes from 'do you need to be seen today?' to 'is it an emergency for today?'. A detailed</p>	<p>LB and WP to consider how we could make this more easily visible on the website.</p>

<p>discussion took place about the challenges of appointment systems with Dr Broad talking about her experience of many years as a GP as well as changes in recent years which have impacted on availability of Dr's appointments. WP made the point that the Patient list size had gone from around 10,400 patients a year ago to almost 12,000 patients now. LB also explained that due to discontinuation of funding in a specific area of work we had lost clinical resource as a result of this, which again will impact available appointments. Dr Broad went on to explain in order to manage the loss of a Dr on a Monday, the surgery had made almost all appointments on Monday's 'unblock on the day' in order to manage the demand, with Mondays being the busiest day at the surgery. We also spoke about how funding works in that, for many services the surgery provides, we get paid for those once we have completed them so at particular times of the year appointments are taken up with completing care plans for people with long term conditions, dementia, learning disabilities and those who frequently attend A&E as just some examples-often January – March of each year.</p> <p>Discussed Health Help Now app. It is an App and a website designed by Merton CCG to try to reduce the pressure on GP surgeries in the borough. Patients can go onto the app-put in symptoms and the app will advise them on the appropriate source of treatment i.e. pharmacy, GP, dentist etc. Free to download from App store or equivalent for android phones.</p> <p>Discussed variety of appointment options and members were keen to have different options available to them. It was felt that phone consultations would be a welcome option. The Pro's and Con's of this were discussed.</p>	<p>LB to take this to the Partners for consideration.</p>
<p>Feedback about viewing records online: All PPG members had found it useful. Discussed documents online and reason for them not being available is due to confidentiality issues. Documents are unlikely to become available for quite some time.</p>	<p>LB to give GN access to his records on line.</p>
<p>DNA's LB informed members that in March we had 159 DNA's with an estimated associated cost to the practice of £7,155. LB asked members of their thoughts on how to reduce DNA's and some suggestions were agreed as actions.</p> <p>MJOG is the texting system the practice uses which Improves DNA rates and enables people to cancel appointments by texting just 1 word 'CANCEL' in reply to appointment reminder. This is used a lot at the surgery and is effective. The Practice are trying to contact patients who have given us an incorrect number and a message has been put on the check-in screen to ask patients to give us correct mobile numbers.</p>	<p>LB to put a sign up in Reception detailing this. 'Thank you for turning up to your appt-some people don't or forget.</p> <p>LB to consider the option of phoning those who cancel often and find out if they will be attending-call 3 days before.</p>
<p>Unacceptable behaviour towards staff members: Discussed some recent issues with patient behaviour and LB asked thoughts on how members felt we should manage this;</p> <ul style="list-style-type: none"> • What training is given to staff to manage behaviour and de-escalate patients? What do the staff members who manage situations well do that can assist and help other staff? • Individual management plans for patients, nip it in the bud with early intervention. Either a letter or phone call or offer a meeting. • Consider a Zero tolerance of abuse poster/above where you sign in. Sensitively phrased. 	<p>LB to take to the next team meeting for discussion.</p> <p>LB to take to the next team and partners meeting for consideration.</p> <p>LB to take to staff meeting for consideration.</p>

<p>Many of the members commented on how telephone manner of receptionists had definitely improved in the last year. LB thanked members for their comments.</p>	
<p>Family and Friends Test LB reported that the surgery had a drive on with Family and Friends tests- a questionnaire where patients stated whether they would recommend the surgery to their family and friends. The outcomes were really positive with a very small number coming back with anything negative on them. Both of the responses that were negative were about the wait time for routine appointments. Family and Friends Test are now being sent out via text as well. These tests and the results are submitted to NHS England on a monthly basis.</p>	
<p>PPG Promotion WP would like to promote the PPG to more patients and asked for volunteers to come in to assist him with this. Proposed date 6th May. 12.30pm-2.30pm</p>	<p>Interested volunteers to let WP know whether they can support him on the date and time specified</p>
<p>Awareness days Discussed the surgeries plan for Dementia Awareness Day on 19th May. Ovarian Cancer Awareness Day-12th May LB described the reason why we were doing an awareness day for this- It is patient driven and being shaped by a patient's own experience of late diagnosis, whom now has terminal cancer and would like to raise awareness in others.</p>	<p>Anyone whom is keen to support please let LB know.</p>
<p>AOB CE gave his appreciation for allowing him to be here. He felt that the Ovarian Cancer day was a fabulous idea. Discussed what the purpose of the PPG was and how we like for it to remain focused on our surgery and what happens here rather than on wider borough issues. Pathway to Scans SP had queries about scan referrals to Kingston Neurological-SP has an article on this and would like it agenda'd for next meeting</p>	<p>SP to email LB about this specific issue.</p>
<p>Next Meeting Is scheduled for 14th June 2016 @ 18:30-20:00</p>	